

Frequently Asked Questions (FAQ)

1. Why are you changing from a subsidiary to a branch?

We are undertaking this change in line with our strategy of focusing on providing products and services to our institutional customers. This change will support future sustainable growth for our business and better customer experience in the Lao PDR.

2. When is the effective date for the change?

The change is effective from 12:00am, 8 March 2019.

3. What is the difference between a branch and a subsidiary?

The key difference is the change of legal entity through which we will be undertaking our banking business in Lao PDR – previously it was through our locally incorporated company, but going forward it will be through a branch of our Australian incorporated parent entity, Australia and New Zealand Banking Group Limited (**ANZBGL**). ANZBGL is one of the largest publicly listed entities on the Australian Stock Exchange, with a market capitalization of over AUD\$76b and total assets of AUD\$942.6b as at 30 September 2018.

4. What will be your new entity name?

Our new legal entity name will be ***Australia and New Zealand Banking Group Limited, Lao Branch***.

5. What does this mean for ANZ customers in Lao PDR?

As of **8 March 2019**, any financial products, accounts and facilities you hold with ANZ Bank (Lao) Limited (**ANZ Laos**) will be transferred to ANZBGL, Lao Branch.

There will be no costs or action required by you in connection to the transfer. Our staff and branch location, as well as designated relationship managers, will remain the same.

6. I have received Notice regarding to the Core Banking System Change in December 2018, how does it link to your entity change?

In parallel with the change from a subsidiary to a branch, ANZ is also upgrading the technology infrastructure to build a more connected and secure banking system for customers.

As a result of the system upgrade, you will have new account numbers for your financial products, accounts and facilities with us. These new account numbers will be effective on and from **8 March 2019**.

7. Does it mean all of the balances from my old account under ANZ Laos will be transferred to the new account under Australia and New Zealand Banking Group Limited, Lao Branch?

That is correct, all of your account balances with ANZ Laos will be transferred to Australia and New Zealand Banking Group Limited, Lao Branch.

8. Do I have to open a new account again after a new account opened from the last notice regarding to the core banking system upgrading?

No, you are not required to take any action to open a new account. This will occur automatically as part of the core banking system upgrade.

9. Does ANZ have a plan to exit Laos?

No. ANZ remains fully committed to supporting our institutional customers in Asia including the Lao PDR. ANZ will continue to provide international products and standards to the Lao PDR to service the region's top multi-national and large local corporates. Technology infrastructure upgrades, such as our core banking system upgrade, are part of our continued investment in our business in the Lao PDR.

10. Will there be any impact to your products and services?

No. All products and services offerings will remain the same. The changes are only to the legal entity you will be dealing with, and your account numbers with us (which we previously communicated to you in our Core Banking Upgrading Notice).

However, as part of the core banking upgrading process, our Internet Banking (Transactive – APEA) will be unavailable during the transition period from 5pm on 7 Mar 2019 to 1am on 11 Mar 2019. We strongly encourage you to make appropriate alternate arrangements for this service downtime, including informing your business partners and stakeholders, to avoid any inconvenience.

Your Internet Banking will reflect the new account numbers on 11 March 2019. You will continue to be able to view your transaction history of your old accounts.

11. What will happen to the cheque book with old bank name?

A new replacement cheque book valid from 11 Mar 2019 reflecting your new account number will be available at the branch from 25 Feb 2019 for your collection.

To avoid any inconvenience, please collect your new cheque book and stop using your old cheque book from 11 Mar 2019.

ANZ will honour cheques with the old account number up until **28 June 2019**, provided the cheque is valid and has not expired.

12. Will there be any impact to your staff?

No, there will not be any impact to our staff, and your relationship manager/contact at ANZ in the Lao PDR will remain unchanged.

13. How can we contact the ANZ Branch in Laos?

You can visit our ANZBGL, Lao Branch at 33 Lane Xang Avenue, Hatsady Village, Chanthabury District, Vientiane Capital, Lao PDR. Our hours of operation remain from Monday to Friday, from 8:30 am to 3:30 pm.

If you have questions with regards to this change, please contact us via +856 21 222700 or SupportCenter.ANZBusiness@anz.com. You can also refer to our website for more information <https://institutional.anz.com/markets/laos/en>.